Complaints of Poor Customer Services

1038. SHRI YADLAPATI VENKAT RAO: Will the Minister of FINANCE be pleased to state:

(a) whether it has come to the notice of Government that after introduction of Voluntary Retirement Scheme in many Banks, the customer service has deteriorated;

(b) whether the number of complaints in this regard has increased; and

(c) if so, what steps are being taken to improve the working of Banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI GINGEE N. RAMACHANDRAN): (a) to (c) Banks have informed that generally there has been no deterioration in the quality of customer service. It has also been reported that there has not been exceptional increase in the number of complaints on customer service after implementation of VRS by the Banks. Banks have undertaken reassessment of their cadre-wise staff requirements at different centres post VRS in order to provide the requisite staff by relocation and by need based promotion. Other measures include restructuring of the administrative tiers/Controlling Offices in order to redeploy surplus staff to operational units, speeding up of computerisation of branches/offices, installation of ATM at major commercial and residential centres, etc.

Downfall in Tax Collection

1039. SHRI NANA DESHMUKH: Will the Minister of FINANCE be pleased to state:

(a) whether the revised estimates for fiscal year 2000-2001 has shown a downfall in tax collections;

(b) is so, the quantum thereof and the reasons therefor; and

(c) what steps are being taken to augment the tax collections during the current fiscal year?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI GINGEE N. RAMACHANDRAN): (a) and (b) Sir. The revised estimate for revenue collection from direct and indirect taxes

for the financial year 2000-2001 was Rs. 197677 crore as against the budget estimate for Rs. 199674 crore. The Downward revision has been on account of the earthquake in Gujarat, slow-down in Capital market, VRS in public sector banks, lower growth of certain sectors of economy, reduction in excise duty on HSD and Motor sprit, sluggish growth in non-POL imports and reduction in duty on crude oil and Petroleum poducts.

(c) The steps taken for better tax realisation include monitoring of outstanding demands and advance tax payments, extension of one-by-six scheme to urban areas, plugging leakage of revenue on account under valuation or commercial frauds, expediting disposal of uncleared cargo, expediting pending adjudication and appeals and simplification of administrative procedure in order to increase tax compliance.

Enhancement in the Rate of Interest on Small Savings

1040. PROF. (SHRIMATI) BHARATI RAY: Will the Minister of FINANCE be pleased to state:

(a) what is the rate of interest prevalent as on date on small savings schemes like National Saving Certificate, Kisan Vikas Patra and Public Provident Fund, etc.; and

(b) whether Government are rethinking to raise the interest rate on small savings with effect from 1st April, 2001, which was lowered earlier?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI GINGEE N. RAMACHANDRAN): (a) A statement containing the current rates of interest/maturity values in respect of various small savings schemes is given (*See* below).

(b) At present, there is no proposal under consideration of the Government to enhance the rates of interest on various small savings schemes.